



West Virginia Medicaid Electronic Health Record Incentive Program Frequently Asked Questions

West Virginia Provider Incentive Payment (PIP) Audit

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Overview

The Department of Health and Human Resources, Bureau for Medical Services has consolidated the following Frequently Asked Questions (FAQs) regarding the West Virginia Medicaid Electronic Health Record (EHR) Provider Incentive Payment Program. The FAQs include all questions and responses (that are still valid with current program regulations) collected from the Center for Medicare and Medicaid Services (CMS) website, the CMS HiTech website, Community of Practice Calls, and State regulations that affect the program. If you have additional questions regarding the information contained in the FAQs, please contact Sam Stout at (304) 558-1700, or email at dhhrbms@wv.gov.

1 General Questions

Who should I contact if I have questions regarding the letter and questionnaire?

Questions can be directed to dhhrehr@wv.gov. When contacting this email, please be sure to provide your case number, provider NPI number, and provider name used in the attestation.

What are the requirements/guidelines for acceptable screenshots of documentation for the audit?

If possible, the screenshot should:

- Show that it is from the Certified Electronic Health Record Technology (CEHRT), such as a vendor logo or the provider/practice name.
- Provide the date of the screenshot, especially if the documentation is used to verify a function that occurred previously.
- Include the information related to what is being verified.

Will this audit be completed remotely or on-site?

A desk audit will be performed when supporting documentation is received and reviewed remotely. Based on these results, additional review may be required which could include an on-site visit. Hospitals or providers will be notified in advance of any on-site audits.

What type of detail is required in the detail of the numerator and denominator?

The detail is a list of the elements that the numerator or denominator is comprised of, such as a list of patients, number of prescriptions, etc. Each element included should have a unique identifier so that the count can be verified.

What if I don't have the capability in your EHR reporting system to provide a list of the patients included in your numerator or denominator counts.

You should work with your vendor to try to obtain the requested information. There may be reporting capabilities you are not aware of or special reporting options only available through the vendor. A local Regional Extension Center (REC) may also be able to intervene and assist the provider to better understand the program and the CEHRT if the vendor is unable to do so.

If data is in the certified electronic health record technology, can a different system be used to generate reports to provide documentation for this audit?

The CEHRT must be able to record the numerator and denominator and generate a report. However, non-certified systems can be used to calculate numerators and denominators and to generate reports regarding the measures.

2 Certified EHR Technology

Can an eligible professional (EP) use EHR technology certified for an inpatient setting to meet a meaningful use objective and measure?

Yes. For objectives and measures where the capabilities and standards of EHR technology designed and certified for an inpatient setting are equivalent to or require more information than EHR technology designed and certified for an ambulatory setting, an EP can use the EHR technology designed and certified for an inpatient setting to meet an objective and measure.

There are some EP objectives, however, that have no corollary on the inpatient side. As a result, an EP must possess CEHRT designed for an ambulatory setting for such objectives. Please reference the Office of the National Coordinator for Health Information (ONC) FAQ 12-10-021-1 and 9-10-017-2 and CMS FAQ 10162 for discussions on what it means to possess CEHRT; ONC FAQ 6-12-025-1 for a list of affected capabilities and standards, and how that relates to the exclusion and deferral options of meaningful use. These FAQs may be found at www.cms.gov/regulations-and-guidance/legislation/ehrincentiveprograms/certification.html.

How do I know if my EHR system is certified? How can I get my EHR system certified?

The Medicare and Medicaid EHR incentive programs require the use of CEHRT, as established by a new set of standards and certification criteria. Existing EHR technology needs to be certified by an ONC-Authorized Testing and Certification Body (ONC-ATCB) to meet these new criteria in order to qualify for the incentive payments. The Certified Health Information Technology Product List (CHPL) is available at <http://onchpl.force.com/ehrcert>. This is a list of complete EHRs and EHR modules that have been certified for the purpose of this program.

Through the temporary certification program, new certification bodies have been established to test and certify EHR technology. Vendors can submit their EHR products to the certifying bodies to be tested and certified. Hospitals and practices who have developed their own EHR systems or products can also seek to have their existing systems or products tested and certified. Complete EHRs may be certified, as well as EHR modules that meet at least one of the certification criteria. Once a product is certified, the name of the product will be published on the ONC website: <http://onchpl.force.com/ehrcert>.

What is the purpose of CEHRT?

Certification of EHR technology will provide assurance to purchasers and other users that an EHR system or product offers the necessary technological capability, functionality, and security to help them satisfy the meaningful use objectives for the Medicare and Medicaid EHR Incentive programs. Providers and patients must also be confident that the electronic health information technology (IT) products and systems they use are secure, can maintain data confidentially, and can work with other systems to share information. Confidence in health IT systems is an important part of advancing health IT system adoption and realizing the benefits of improved patient care.

For the Medicare and Medicaid EHR Incentive programs, how should an eligible hospital or critical access hospital (CAH) with multiple certified EHR systems report their clinical quality measures?

To report clinical quality measures, eligible hospitals and CAHs that have multiple systems should generate a report from each of those certified EHR systems and then add the numerators, denominators, and exclusions from each generated report in order to arrive at a number that reflects the total data output for patient encounters in the relevant departments of the eligible hospital or CAH (e.g., inpatient or emergency department [Place of Service (POS) 21 or 23]).

3 Eligible Hospitals

The eligible hospital desk audit questionnaire only includes an information request for financial and operational reports that support eligibility and payment calculations. Is any additional documentation needed to support meaningful use?

The audit being conducted is specifically for eligibility and adopt/implement/upgrade (AIU). CMS is responsible for conducting meaningful use audits and will contact you separately if you are selected. Being selected for an eligibility audit does not necessarily mean you will be selected for a meaningful use audit. Therefore, for this audit, no documentation is required to support meaningful use.

If a dually eligible hospital initially registers only for the Medicaid EHR incentive program, but later decides that it wants to also register for the Medicare EHR incentive program, can it go back and change its registration from Medicaid only to both Medicare and Medicaid?

Hospitals that are eligible for EHR incentive payments under both Medicare and Medicaid should select "Both Medicare and Medicaid" during the registration process, even if they plan to apply only for a Medicaid EHR incentive payment by adopting, implementing, or upgrading CEHRT. Dually eligible hospitals can then attest through CMS for their Medicare EHR incentive payment at a later date, if they so desire. It is important for a dually eligible hospital to select "Both Medicare and Medicaid" from the start of registration in order to maintain this option. Hospitals that register only for the Medicaid program (or only the Medicare program) will not be able to manually change their registration (i.e., change to "Both Medicare and Medicaid" or from one program to the other) after a payment is initiated, and this may cause significant delays in receiving a Medicare EHR incentive payment.

If the State chooses to use the cost report in the Medicaid EHR incentive hospital payment calculation, what data elements should be used in the Medicare cost report, Form CMS 2552-96, and the Form CMS 2552-10?

Based on the Medicare cost report guidance, Form CMS 2552-96 will be used until the implementation of the new Medicare cost report, Form CMS 2552-10. Although the State may choose to use the following data elements, it is the states' and hospitals' responsibility to ensure the integrity and regulatory compliance of the data.

The CMS 2552-96 data elements are as follows:

- Total Discharges—Worksheet S-3 Part 1, Column 15, Line 12
- Medicaid Days—Worksheet S-3, Part I, Column 5, Line 1 + Lines 6-10
- Medicaid HMO Days—Worksheet S-3, Part I, Column 5, Line 2
- Total Inpatient Days—Worksheet S-3 Part 1, Column 6, Line 1, 2 + Lines 6-10
- Total Hospital Charges—Worksheet C Part 1, Column 8, Line 101
- Charity Care Charges—Worksheet S-10, Column 1, Line 30

The CMS 2552-10 data elements are as follows:

- Total Discharges—Worksheet S-3 Part 1, Column 15, Line 14
- Medicaid Days—Worksheet S-3, Part I, Column 7, Line 1 + Lines 8-12
- Medicaid HMO Days—Worksheet S-3, Part I, Column 7, Line 2
- Total Inpatient Days—Worksheet S-3 Part 1, Column 8, Line 1, 2 + Lines 8-12
- Total Hospital Charges—Worksheet C Part 1, Column 8, Line 200
- Charity Care Charges—Worksheet S-10, Column 3, Line 20

If a provider purchases a certified complete EHR or has a combination of certified EHR Modules that collectively satisfy the definition of certified EHR technology, but opts to use a different, uncertified EHR technology to meet certain meaningful use core or menu set objectives and measures, will that provider be able to successfully demonstrate meaningful use under the Medicare and Medicaid EHR Incentive programs?

No, the provider would not be able to successfully demonstrate meaningful use. To successfully demonstrate meaningful use, a provider must do three things:

1. Have CEHRT capable of demonstrating meaningful use, either through a complete certified EHR or a combination of certified EHR modules;
2. Meet the measures or exclusions for 20 Meaningful Use objectives (19 objectives for eligible hospitals and CAHs); and
3. Meet those measures using the capabilities and standards that were certified to accomplish each objective.

A provider using uncertified EHR technology to meet one or more of the core or menu set measures would not be using the capabilities and standards that were certified to accomplish each objective. Please note that this does not apply to the use of uncertified EHR technology and/or paper-based records for purposes of reporting on certain meaningful use measures.

Must providers have their EHR technology certified prior to beginning the EHR reporting period in order to demonstrate meaningful use under the Medicare and Medicaid EHR Incentive programs?

No. An EP or hospital may begin the EHR reporting period for meaningful use before their EHR technology is certified. Certification need only be obtained prior to the end of the EHR reporting period. However, meaningful use must be completed using the capabilities and standards outlined in the ONC Standards and Certification Regulation for CEHRT. Any changes to the EHR technology after the beginning of the EHR reporting period that are made in order to get the EHR technology certified would be evidence that the provider was not using the capabilities and standards necessary to accomplish meaningful use because those capabilities and standards would not have been available, and thus, any such change (no matter how minimal) would disqualify the provider from being a meaningful EHR user. If providers begin the EHR reporting period prior to certification of their EHR technology, they are taking the risk that their EHR technology will not require any changes for certification. Any changes made to gain certification must be done prior to the beginning of the EHR reporting period during which meaningful use will be demonstrated. This does not apply to changes made to EHR technology that were not necessary for certification.

Pages 44450 and 44453 of the Stage 1 final rule preamble explain that for the Medicare calculation, the statutory language clearly restricts discharges and inpatient bed-days to those from the acute care portion of a hospital. This is because of the definition of "eligible hospital" in section 1886(n)(6)(B) of the Social Security Act.

Page 44497 of the Stage 1 final rule explains that statutory parameters placed on Medicaid incentive payments to hospitals are largely based on the methodology applied to Medicare incentive payments. Therefore, as Medicaid is held to the same parameters as Medicare, the same limitations on counting inpatient bed-days and total discharges apply to Medicaid hospital incentive calculations.

To view the Stage 1 final rule for the Medicare and Medicaid EHR incentive programs, please visit: <http://edocket.access.gpo.gov/2010/pdf/2010-17207.pdf>.

If patients are dually eligible for Medicare and Medicaid, can they be counted twice by hospitals in their calculations for incentive payment if they are applying for both Medicare and Medicaid EHR incentive programs?

For purposes of calculating the Medicaid share, a patient cannot be counted in the numerator if they would count for purposes of calculating the Medicare share. Thus, the inpatient bed-day of a dually eligible patient could not be counted in the Medicaid share numerator. In other respects, however, the patient would count twice. For example, in both cases, the individual would count in the total discharges of the hospital.

For the Medicare and Medicaid EHR incentive programs, does an eligible hospital have to count patients admitted to both the inpatient and emergency departments in the denominator of meaningful use measures, or can they count only emergency department patients?

For the hospital meaningful use objectives, the denominator is all unique patients admitted to an inpatient (POS 21) or emergency department (POS 23), which means all patients admitted to an inpatient department (POS 21) and all patients admitted to an emergency department (POS 23). If the eligible hospital elects to use the alternate method for calculating emergency department patients, as detailed in FAQ #10126 (<https://questions.cms.gov/faq.php?id=5005&faqId=2843>), the denominator is all unique patients admitted to an inpatient department (POS 21) and all patients that initially present to the emergency department and are treated in the emergency department's observation unit or otherwise receive observation services, which includes patients who receive observation services under both POS 22 and POS 23. Patients admitted to the inpatient department must be included in the denominator of all applicable measures.

Are nursery days and nursery discharges (for newborns) included as acute-inpatient services in the calculation of hospital incentives for the Medicare and Medicaid EHR incentive programs?

No, nursery days and discharges are not included in inpatient bed-day or discharge counts in calculating hospital incentives. We exclude nursery days and discharges because they are not considered acute inpatient services based on the level of care provided during a normal nursery stay.

When calculating inpatient bed-days for the Medicaid Electronic Health Record (EHR) Incentive Program, can CAHs exclude swing bed-days from the average length of stay if this is consistent with how they complete the Medicare and Medicaid cost reports?

Swing bed-days that are used to furnish skilled nursing facility (SNF) or nursing facility-level of care would not normally be considered part of the inpatient acute care part of the hospital, whereas swing bed-days that are used to furnish inpatient-level care are part of the acute-care part of the hospital. However, for CAHs participating in the Medicaid EHR Incentive program, when there is no way to distinguish between days used to furnish SNF-level care versus inpatient acute-level care, the State will allow providers to exclude these days if it is consistent with how the CAH completes the Medicare and Medicaid cost report. As the Medicaid EHR incentive program requires eligible acute care hospitals to have an average length of stay of 25 days or fewer, exclusion of swing bed-days may facilitate CAH participation in the Medicaid EHR Incentive Program.

What is the reporting period for eligible hospitals participating in the Medicare and Medicaid EHR incentive program?

For an eligible hospital or CAH first payment year, the EHR reporting period is a continuous 90-day period within a Federal fiscal year (October 1 through September 30). In subsequent years (except 2014), the EHR reporting period for eligible hospitals and CAHs is the entire Federal fiscal year. In 2014, an eligible hospital or CAH can use either the entire Federal fiscal year or a three-month period aligned with the quarters of the Federal fiscal year.

Will ambulatory surgical centers be eligible for incentive payments under the Medicare and Medicaid EHR incentive program?

Ambulatory surgical centers are not eligible for EHR incentive payments. The following types of institutional providers are eligible for EHR incentive payments under Medicare and/or Medicaid, provided they meet the applicable criteria. Under Medicare, institutional providers eligible for the EHR incentive payments include "subsection (d) hospitals," as defined under section 1886(d) of the Social Security Act, and critical access hospitals. Under Medicaid, institutional providers eligible for the EHR incentive payments are acute care hospitals (which include CAHs and cancer hospitals) and children's hospitals.

Can an eligible hospital implement an EHR system and satisfy meaningful use requirements at any time within the Federal fiscal year for the Medicare and Medicaid EHR incentive program?

For an eligible hospital's first payment year, the EHR reporting period is a continuous 90-day period within a Federal fiscal year, so an eligible hospital must satisfy the meaningful use requirements for 90 consecutive days within their first Federal fiscal year of participating in the program to qualify for an EHR incentive payment. In subsequent years, the EHR reporting period for eligible hospitals will be the entire Federal fiscal year. With regard to the Medicaid EHR Incentive program, eligible hospitals must have adopted, implemented, upgraded, or meaningfully used CEHRT during the first Federal fiscal year. If the Medicaid eligible hospital adopts, implements, or upgrades in the first year of payment, and demonstrates meaningful use in the second year of payment, then the EHR reporting period in the second year is a continuous 90-day period within the Federal fiscal year; subsequent to that, the EHR reporting period is then the entire Federal fiscal year.

4 Eligible Professionals (EP)—Eligibility

If I attested individually and used a CEHRT from one of my practice locations, do I still need to list patient volume for each practice location?

Please provide all patient volume documentation for each location. If attesting for meaningful use, documentation must be provided for all practice locations so it can be verified that 50% of the patient encounters were reported at a practice/location with a CEHRT.

If I didn't contract with a third party to conduct a security risk assessment, do I still need to provide my results and documentation?

Yes, all providers attesting with meaningful use need to undergo a security risk assessment, and all findings and associated documentation must be provided regardless of the use of a third party.

How does CMS define Federally Qualified Health Center (FQHC) and Rural Health Center (RHC) for the purposes of the Medicaid EHR incentive program?

The Social Security Act in section 1905(l)(2)(B) defines an FQHC as an entity which:

- "(i) is receiving a grant under section 330 of the Public Health Service Act,
- (ii)(I) is receiving funding from such a grant under a contract with the recipient of such a grant, and
(II) meets the requirements to receive a grant under section 330 of the Public Health Service Act,
- (iii) based on the recommendation of the Health Resources and Services Administration within the Public Health Service, and is determined by the Secretary to meet the requirements for receiving such a grant including requirements of the Secretary that an entity may not be owned, controlled, or operated by another entity; or
- (iv) was treated by the Secretary, for purposes of Part B of title XVIII, as a comprehensive Federally-funded health center as of January 1, 1990, and includes an outpatient health program or facility operated by a tribe or tribal organization under the Indian Self-Determination Act or by an urban Indian organization receiving funds under Title V of the Indian Healthcare Improvement Act for the provision of primary health services."

RHCs are defined as clinics that are certified under section 1861(aa)(2) of the Social Security Act to provide care in underserved areas, and, therefore, to receive cost-based Medicare and Medicaid reimbursements.

In considering these definitions, it should be noted that programs meeting the FQHC requirements commonly include the following (but must be certified and meet all requirements stated above): Community Health Centers, Migrant Health Centers, Healthcare for the Homeless Programs, Public Housing Primary Care Programs, Federally Qualified Health Center Look-Alikes, and Tribal Health Centers.

Under the Medicaid EHR incentive program, is there a minimum number of hours per week that an EP must practice in order to qualify for an incentive payment, or could a part-time EP qualify for Medicaid incentive payments if the EP meets all other eligibility criteria?

Yes, a part-time EP who meets all other eligibility requirements could qualify for payments under the Medicaid EHR Incentive Program. There are no restrictions on employment type (e.g., contractual, permanent, or temporary) in order to be a Medicaid eligible professional.

When EPs work at more than one clinical site of practice, are they required to use data from all sites of practice to support their demonstration of meaningful use and the minimum patient volume thresholds for the Medicaid EHR incentive program?

CMS considers these two separate, but related issues.

Meaningful use: Any EP demonstrating meaningful use must have at least 50% of their patient encounters during the EHR reporting period at a practice/location or practices/locations equipped with CEHRT capable of meeting all of the meaningful use objectives. Therefore, West Virginia will collect information on meaningful users' practice locations in order to validate this requirement in an audit.

Patient volume: EPs may choose one (or more) clinical sites of practice in order to calculate their patient volume. This calculation does not need to be across all of an eligible professional's sites of practice. However, at least one of the locations where the eligible professional is adopting or meaningfully using CEHRT should be included in the patient volume. In other words, if an EP practices in two locations, one with CEHRT and one without, the EP should include the patient volume at least at the site that includes the CEHRT. When making an individual patient volume calculation (i.e., not using the group/clinic proxy option), a professional may calculate across all practice sites, or just at the one site.

If an EP sees a patient in a setting that does not have CEHRT but enters all of the patient's information into CEHRT at another practice location, can the patient be counted in the numerators and denominators of meaningful use measures for the Medicare and Medicaid EHR incentive programs?

Starting in 2013, an EP must have access to CEHRT at a location in order to include patients seen in locations in the determination of whether they meet the threshold of 50% of patient encounters at locations equipped with CEHRT to be eligible for the EHR Incentive Program. However, if the EP meets this threshold and also includes information on patient encounters at locations where they do not have access to Certified EHR Technology, information about those encounters can be included when calculating the numerators and denominators for the meaningful use measures.

How is hospital-based status determined for EPs in the Medicare and Medicaid EHR incentive programs?

A hospital-based EP is defined as an EP who furnishes 90% or more of their covered professional services in either the inpatient (POS 21) or emergency department (POS 23) of a hospital. Covered professional services are physician fee schedule (PFS) services paid under Section 1848 of the Social Security Act. CMS uses PFS data from the Federal fiscal year immediately preceding the calendar year for which the EHR incentive payment is made (that is, the "payment year") to determine what percentage of covered professional services occurred in either the inpatient (POS 21) or emergency department (POS 23) of a hospital. The percentage determination is made based on total number of Medicare allowed services for which the EP was reimbursed, with each unit of a Current Procedure Terminology (CPT) billing code counting as a single service. States will use claims and/or encounter data (or equivalent data sources at the State's option) to make this determination for Medicaid. West Virginia will use encounter data to make this determination.

If an EP in the Medicaid EHR incentive program wants to leverage a clinic or group practice's patient volume as a proxy for the individual EP, how should a clinic or group practice account for EPs practicing with them part-time and/or applying for the incentive through a different location (e.g., where an EP is practicing both inside and outside the clinic/group practice, such as part-time in two clinics)?

EPs may use a clinic or group practice's patient volume as a proxy for their own under three conditions:

1. The clinic or group practice's patient volume is appropriate as a patient volume methodology calculation for the EP (for example, if an EP only sees Medicare, commercial, or self-pay patients, this is not an appropriate calculation);

2. There is an auditable data source to support the clinic's patient volume determination; and
3. As long as the practice and EPs decide to use one methodology in each year (in other words, clinics could not have some of the EPs using their individual patient volume for patients seen at the clinic, while others use the clinic-level data). The clinic or practice must use the entire practice's patient volume and not limit it in any way. EPs may attest to patient volume under the individual calculation or the group/clinic proxy in any participation year. Furthermore, if the EP works in both the clinic and outside the clinic (or with and outside a group practice), then the clinic/practice level determination includes only those encounters associated with the clinic/practice.

In order to provide examples of this answer, please refer to Clinics A and B, and assume that these clinics are legally separate entities.

If Clinic A uses the clinic's patient volume as a proxy for all EPs practicing in Clinic A, this would not preclude the part-time EP from using the patient volume associated with Clinic B and claiming the incentive for the work performed in Clinic B. In other words, such an EP would not be required to use the patient volume of Clinic A simply because Clinic A chose to invoke the option to use the proxy patient volume. However, such EP's Clinic A patient encounters are still counted in Clinic A's overall patient volume calculation. In addition, the EP could not use his or her patient encounters from Clinic A in calculating his or her individual patient volume.

The intent of the flexibility for the proxy volume (requiring all EPs in the group practice or clinic to use the same methodology for the payment year) was to ensure against EPs within the same clinic/group practice measuring patient volume from that same clinic/group practice in different ways. The intent of these conditions was to prevent high Medicaid volume EPs from applying using their individual patient volume, where the lower Medicaid patient volume EPs then use the clinic volume, which would, of course, be inflated for these lower-volume EPs.

CLINIC A (with a fictional EP and provider type):

- EP #1 (physician): individually had 40% Medicaid encounters (80/200 encounters)
- EP# 2 (nurse practitioner): individually had 50% Medicaid encounters (50/100 encounters)
- Practitioner at the clinic, but not an EP (registered nurse): individually had 75% Medicaid encounters (150/200)
- Practitioner at the clinic, but not an EP (pharmacist); individually had 80% Medicaid encounters (80/100)
- EP #3 (physician): individually had 10% Medicaid encounters (30/300)
- EP #4 (dentist): individually had 5% Medicaid encounters (5/100)
- EP #5 (dentist): individually had 10% Medicaid encounters (20/200)

In this scenario, there are 1200 encounters in the selected 90-day period for Clinic A. There are 415 encounters attributable to Medicaid, which is 35% of the clinic's volume. This means that five of the seven professionals would meet the Medicaid patient volume criteria under the rules for the EHR Incentive Program. (Two of the professionals are not eligible for the program on their own, but their clinical encounters at Clinic A should be included.)

The purpose of these rules is to prevent duplication of encounters. For example, if the two highest-volume Medicaid EPs in this clinic (EPs #1 and #2) were to apply on their own (they have enough Medicaid patients to do that), the clinic's 35% Medicaid patient volume is no longer an appropriate proxy for the low-volume providers (e.g., EPs #4 and #5).

If EP #2 is practicing part-time at both Clinic A and Clinic B and both clinics are using the clinic-level proxy option, each such clinic would use the encounters associated with the respective clinics when developing a proxy value for the entire clinic. EP #2 could then apply for an incentive using data from one clinic or the other.

Similarly, if EP #4 is practicing both at Clinic A and has his/her own practice, EP #4 could choose to use the proxy-level Clinic A patient volume data or the patient volume associated with his/her individual practice. He/she could not, however, include the Clinic A patient encounters in determining his/her individual practice's Medicaid patient volume. In addition, his/her Clinic A patient encounters would be included in determining such clinic's overall Medicaid patient volume.

For the Medicare and Medicaid EHR incentive programs, when a patient is only seen by a member of the EP's clinical staff during the EHR reporting period and not by the EP themselves, do those patients count in the EP's denominator?

The EP can include or not include those patients in their denominator at their discretion as long as the decision applies universally to all patients for the entire EHR reporting period, and the EP is consistent across meaningful use measures. In cases where a member of the EP's clinical staff is eligible for the Medicaid EHR incentive in their own right (nurse practitioners (NPs) and certain physician assistants (PA)), patients seen by NPs or PAs under the EP's supervision can be counted by both the NP or PA and the supervising EP as long as the policy is consistent for the entire EHR reporting period.

When calculating Medicaid patient volume or needy patient volume for the Medicaid EHR incentive program, are EPs required to use visits, or unique patients?

There are multiple definitions of encounter in terms of how it applies to the various requirements for patient volume. Generally stated, a patient encounter is any one day where an individual enrolled in a Medicaid program receives service. The requirements differ for EPs and hospitals. In general, the same concept applies to needy individuals.

For the Medicaid EHR incentive program, how are the reporting periods for Medicaid patient volume and for demonstrating meaningful use affected if an EP skips a year or takes longer than 12 months between attestations?

Regardless of when the previous incentive payment was made, the following reporting periods apply for the Medicaid EHR Incentive Program:

- For patient volume, an EP should use any continuous, representative 90-day period in the prior calendar year.
- For demonstrating they are meaningful users of EHRs, EPs should use the EHR reporting period associated with that payment year (for the first payment year that an EP is demonstrating meaningful use, the reporting period is a continuous 90-day period within the calendar year; for subsequent years the period is the full calendar year).

Can an EP implement an EHR system and satisfy meaningful use requirements at any time within the calendar year for the Medicare and Medicaid EHR incentive programs?

For a Medicare EP's first payment year, the EHR reporting period is a continuous 90-day period within a calendar year, so an EP must satisfy the meaningful use requirements for 90 consecutive days within their first year of participating in the program to qualify for an EHR incentive payment. In subsequent years, the EHR reporting period for EPs will be the entire calendar year. With regard to the Medicaid EHR Incentive program, EPs must have adopted, implemented, upgraded, or meaningfully used CEHRT during the first calendar year. If the Medicaid EP adopts, implements, or upgrades in the first year of payment and demonstrates meaningful use in the second year of payment, then the EHR reporting period in the second year is a continuous 90-day period within the calendar year; subsequent to that, the EHR reporting period is then the entire calendar year.

For the Medicaid EHR incentive program, can a non-hospital-based EP include their inpatient encounters for purposes of calculating Medicaid patient volume even if the patient is included in the eligible hospital's patient volume for the same 90-day period?

Yes, an EP who sees patients in an in-patient setting and is not hospital based can include the in-patient encounter in their Medicaid patient volume calculation. Both an eligible hospital and an EP can include an encounter from the same patient in their Medicaid patient volume calculations, respectively. This is because the services performed by the EP are distinct from those performed by the eligible hospital. Section 495.306 of the final rule defines an encounter as a service rendered to an individual enrolled in a Medicaid program by either an EP or an eligible hospital. An EP who sees patients in an in-patient setting bills Medicaid for the services personally rendered by the EP, while at same time, the hospital bills Medicaid for the services rendered by the hospital, such as the bed and medications. Given that these are two distinct sets of services for the same patient, both the eligible hospital and the EP can count them as an encounter for Medicaid patient volume if they happened to select the same 90-day period.

Do FQHC sites have to meet the 30% minimum Medicaid patient volume threshold to receive payment under the Medicaid EHR incentive program?

EPs may participate in the Medicaid EHR Incentive Program if:

1. They meet Medicaid patient volume thresholds; or
2. They practice predominantly in an FQHC or RHC and have 30% needy individual patient volume.

FQHCs and RHCs are not eligible to receive payment under the program. West Virginia considers all Medicaid (including out-of-state Medicaid), managed care, Children's Health Insurance Program (CHIP), sliding fee and uncompensated encounters as Medicaid or needy patient volume.

Are professional services rendered by physicians or other EPs that are billed by the RHC or FQHC included in the calculation of the Medicare EP electronic health record (EHR) incentive payment?

No. The Health Information Technology for Economic and Clinical Health (HITECH) Act created an EHR incentive payment for EPs under Medicare based on the allowed charges for covered professional services furnished by the EP. Since services provided by EPs while working in RHCs are not billed under the Part B physician fee schedule, they do not meet the HITECH Act definition of "covered professional services." As the HITECH Act bases the Medicare EHR incentive payment on a percentage of allowed charges for "covered professional services," services provided in the RHC by the EP would not be included in the calculation for the Medicare EHR incentive. As the Medicaid EHR incentive payment is based on a different methodology, the eligible professionals in RHCs may still qualify for the Medicaid EHR incentive payment if they, or the whole RHC as a proxy, meet the 30% threshold for "needy individuals" as defined in statute and other program requirements.

Are EPs who practice in State Mental Health and Long-Term Care Facilities eligible for Medicaid EHR incentive payments if they meet the eligibility criteria (e.g., patient volume, non-hospital based, certified EHR)?

The setting in which a physician, nurse practitioner, certified nurse-midwife, or dentist practices is generally irrelevant to determining eligibility for the Medicaid EHR incentive program (except for purposes of determining whether an EP can qualify through "needy individual" patient volume). Setting is relevant for physician assistants (PA), as they are eligible only when they are practicing at a Federally Qualified Health Center (FQHC) that is led by a PA or a RHC. All providers must meet all program requirements prior to receiving an incentive payment (e.g., adopt, implement, or meaningfully use CEHRT, patient volume, etc.).

Do providers have to contribute a minimum dollar amount toward their CEHRT for the Medicare and Medicaid EHR incentive programs?

There is no general requirement under the Medicare and Medicaid EHR incentive programs for providers to contribute a minimum dollar amount toward the CEHRT that they use.

The Medicare and Medicaid EHR incentive programs provide incentives to EPs, eligible hospitals, and CAHs for the meaningful use of CEHRT. Under the Medicaid program, EPs and eligible hospitals may receive an incentive for the adoption, implementation, or upgrade of CEHRT in their first year of participation. The incentives are not a reimbursement of costs, and providers are not required to contribute a minimum amount toward the purchase or maintenance of their CEHRT in order to participate in the EHR incentive programs.

In addition, physicians must comply with the Physician Self-Referral Law, commonly referred to as the "Stark Law." Under the EHR exception to the Stark Law, physicians who receive a donation of EHR items and services from a Designated Health Services (DHS) entity must satisfy each element of the exception at 42 CFR 411.357(w), which includes paying 15% of the donor's cost for the items and services.

Are there any special incentives for rural providers in the Medicare and Medicare EHR incentive programs?

Under the Medicare EHR incentive program, the maximum allowed charge threshold for the annual incentive payment limit for each payment year will be increased by 10% for EPs who predominantly furnish services in a rural or urban geographic Health Professional Shortage Area (HPSA). CAHs can receive an incentive payment amount equal to the product of its reasonable costs incurred for the purchase of CEHRT and the Medicare share percentage. Under the Medicaid EHR incentive program, there are no additional incentives for rural providers beyond the incentives already available.

Are the criteria for needy patient volumes under the Medicaid EHR incentive program only applied to EPs practicing predominantly in FQHCs and/or RHCs, or can they also apply to hospital patient volumes?

Criteria for minimum patient volumes attributable to needy individuals apply only to EPs practicing predominantly in an FQHC or RHC. These criteria do not apply to hospital patient volumes.

Can providers participating in the Medicare or Medicaid EHR incentive programs update their information (for example, if an address was mistakenly entered)?

Yes, providers who have registered for the Medicare or Medicaid EHR Incentive programs may correct errors or update information through the registration module on the CMS registration website (<https://ehrincentives.cms.gov/hitech/login.action>). The updated registration information will be sent to the State.

Is data sharing with neighboring states permitted regarding total Medicaid days for purposes of paying full incentives to hospitals or EPs with utilization in multiple states under the Medicaid EHR incentive program?

Yes. The CMS Stage 1 final rule clarifies the policy about calculating patient volume for Medicaid providers with clinical practices in more than one state, both in terms of what is "Medicaid patient volume" and about the cross-border issue. See 75 FR 44503 of the final rule, stating: "[W]e recommend that States consider the circumstances of border State providers when developing their policies and attestation methodologies. To afford States maximum flexibility to develop such policies, we will not be prescriptive about whether a State may allow a Medicaid EP to aggregate his/her patients across practice sites, if the State has a way to verify the patient volume attestation when necessary. States will propose their policies and attestation methodologies to CMS for approval in their State Medicaid Health Information Technology plans." However, as stated in the Stage 1 final rule, EPs and hospitals are permitted to receive payment from only one state in a payment year (495.310(e)).

How does CMS define pediatrician for purposes of the Medicaid EHR incentive program?

CMS does not define pediatrician for this program. Pediatricians have special eligibility and payment flexibilities offered under the program. West Virginia defines “pediatricians” as any provider who is licensed as a pediatrician.

Are physicians who work in hospitals eligible to receive Medicare or Medicaid EHR incentive payments?

Physicians who furnish substantially all, defined as 90% or more, of their covered professional services in either an inpatient (POS 21) or emergency department (POS 23) of a hospital are not eligible for incentive payments under the Medicare and Medicaid EHR Incentive programs.

5 Meaningful Use and Clinical Quality

What is meaningful use, and how does it apply to the Medicare and Medicaid EHR incentive programs?

Under the Health Information Technology for Economic and Clinical Health (HITECH) Act, which was enacted under the American Recovery and Reinvestment Act of 2009 (Recovery Act), incentive payments are available to EPs, CAHs and eligible hospitals that successfully demonstrate meaningful use of CEHRT.

The Recovery Act specifies three main components of meaningful use:

1. The use of a certified EHR in a meaningful manner (e.g., e-Prescribing);
2. The use of CEHRT for electronic exchange of health information to improve quality of healthcare; and
3. The use of CEHRT to submit clinical quality and other measures.

In the final rule Medicare and Medicaid EHR incentive program, CMS has defined stage one of meaningful use.

Who can enter medication orders in order to meet the measure for the computerized provider order entry (CPOE) meaningful use objective under the Medicare and Medicaid EHR incentive programs and when must these medication orders be entered?

Any licensed healthcare professional can enter orders into the medical record for purposes of including the order in the numerator for the measure of the CPOE objective if they can enter the order per state, local, and professional guidelines. The order must be entered by someone who could exercise clinical judgment in the case that the entry generates any alerts about possible interactions or other clinical decision support aides. This necessitates that CPOE occurs when the order first becomes part of the patient's medical record and before any action can be taken on the order. Each provider will have to evaluate on a case-by-case basis whether a given situation is entered according to state, local, and professional guidelines, allows for clinical judgment before the medication is given, and is the first time the order becomes part of the patient's medical record.

Is the physician the only person who can enter information in the EHR in order to qualify for the Medicare and Medicaid EHR incentive programs?

No. The Final Rule for the Medicare and Medicaid EHR incentive programs specifies that in order to meet the meaningful use objective for CPOE for medication orders, any licensed healthcare professional can enter orders into the medical record per state, local, and professional guidelines. The remaining meaningful use objectives do not specify any requirement for who must enter information.

For the Medicare and Medicaid EHR incentive programs, how should an EP, eligible hospital, or CAH that sees patients in multiple practice locations equipped with CEHRT calculate numerators and denominators for the meaningful use objectives and measures?

EPs, eligible hospitals, and CAHs should look at the measure of each meaningful use objective to determine the appropriate calculation method for individual numerators and denominators. The calculation of the numerator and denominator for each measure is explained in the July 28, 2010, final rule (75 CFR 44314).

For objectives that require a simple count of actions (e.g., number of permissible prescriptions written, for the objective of "Generate and transmit permissible prescriptions electronically (eRx)"; number of patient requests for an electronic copy of their health information, for the objective of "Provide patients with an electronic copy of their health information"; etc.), EPs, eligible hospitals, and CAHs can add the numerators and denominators calculated by each certified EHR system in order to arrive at an accurate total for the numerator and denominator of the measure.

For objectives that require an action to be taken on behalf of a percentage of "unique patients" (e.g., the objectives of "Record demographics," "Record vital signs," etc.), EPs, eligible hospitals, and CAHs may also add the numerators and denominators calculated by each certified EHR system in order to arrive at an accurate total for the numerator and denominator of the measure. Previously, CMS had advised providers to reconcile information so that they only reported unique patients. However, because it is not possible for providers to increase their overall percentage of actions taken by adding numerators and denominators from multiple systems, they now permit simple addition for all meaningful use objectives.

Please keep in mind that patients whose records are not maintained in CEHRT will need to be added to denominators whenever applicable in order to provide accurate numbers.

To report clinical quality measures, EPs who practice in multiple locations that are equipped with CEHRT should generate a report from each of those certified EHR systems and then add the numerators, denominators, and exclusions from each generated report in order to arrive at a number that reflects the total data output for patient encounters at those locations. To report clinical quality measures, eligible hospitals and CAHs that have multiple systems should generate a report from each of those certified EHR systems and then add the numerators, denominators, and exclusions from each generated report in order to arrive at a number that reflects the total data output for patient encounters in the relevant departments of the eligible hospital or CAH (e.g., inpatient or emergency department [POS 21 or 23]).

If an EP sees a patient in a setting that does not have CEHRT but enters all of the patient's information into CEHRT at another practice location, can the patient be counted in the numerators and denominators of meaningful use measures for the Medicare and Medicaid EHR incentive programs?

Starting in 2013, an EP must have access to CEHRT at a location in order to include patients seen in locations in the determination of whether they meet the threshold of 50% of patient encounters at locations equipped with CEHRT to be eligible for the EHR Incentive Program. However, if the EP meets this threshold and also includes information on patient encounters at locations where they do not have access to Certified EHR Technology, information about those encounters can be included when calculating the numerators and denominators for the meaningful use measures.

For the Medicare and Medicaid EHR incentive programs, how does an EP determine whether a patient has been "seen by the EP" in cases where the service rendered does not result in an actual interaction between the patient and the EP, but minimal consultative services such as just reading an EKG and is a patient seen via telemedicine included in the denominator for measures that include patients "seen by the EP?"

All cases where the EP and the patient have an actual physical encounter with the patient in which they render any service to the patient should be included in the denominator as seen by the EP. Also a patient seen through telemedicine would still count as a patient "seen by the EP." However, in cases where the EP and the patient do not have an actual physical or telemedicine encounter, but the EP renders a minimal consultative service for the patient (e.g., reading an EKG), the EP may choose whether to include the patient in the denominator as "seen by the EP" provided the choice is consistent for the entire EHR reporting period and for all relevant meaningful use measures. For example, a cardiologist may choose to exclude patients for whom they provide a one-time reading of an EKG sent to them from another provider, but include more involved consultative services as long as the policy is consistent for the entire EHR reporting period and for all meaningful use measures that include patients "seen by the EP." EPs who never have a physical or telemedicine interaction with patients must adopt a policy that classifies as least some of the services they render for patients as "seen by the EP" and this policy must be consistent for the entire EHR reporting period and across meaningful use measures that involve patients "seen by the EP"—otherwise, these EPs would not be able to satisfy meaningful use, as they would have denominators of zero for some measures.

For the Medicare and Medicaid EHR incentive programs, how should an EP who orders medications infrequently calculate the measure for the "computerized provider order entry (CPOE)" objective if the EP sees patients whose medications are maintained in the medication list by the EP but were not ordered or prescribed by the EP?

The CPOE measure is structured to minimize reporting burden. However, if all of the following conditions are met, it can also create a unique situation that could prevent an EP from successfully demonstrating meaningful use. An EP who:

- Prescribes more than 100 medications during the EHR reporting period;
- Maintains medication lists that include medications that they did not order; and
- Orders medications for less than 30% of patients with a medication in their medication list during the EHR reporting period.

In these circumstances, an EP may be both unable to meet this measure and unable to qualify for the exclusion. In the unique situation where all three criteria listed above apply, EPs may limit their denominator to only those patients for whom the EP has previously ordered medication, if they so choose. EPs who do not meet the three criteria listed above must still base their calculation on the number of unique patients with at least one medication in their medication list seen by the EP during the EHR reporting period regardless of who ordered the medication or medications in the patient's medication list.

Do specialty providers have to meet all of the meaningful use objectives for the Medicare and Medicaid EHR incentive programs, or can they ignore the objectives that are not relevant to their scope of practice?

For EPs who participate in the Medicare and Medicaid EHR incentive programs, there are a total of 25 meaningful use objectives. To qualify for an incentive payment, 20 of these 25 objectives must be met. There are 15 required core objectives. The remaining five objectives may be chosen from the list of 10 menu set objectives. Certain objectives do provide exclusions. If an EP meets the criteria for that exclusion, then the EP can claim that exclusion during attestation. However, if an exclusion is not provided, or if the EP does not meet the criteria for an existing exclusion, then the EP must meet the measure of the objective in order to successfully demonstrate meaningful use and receive an EHR incentive payment. Failure to meet the measure of an objective or to qualify for an exclusion for the objective will prevent an EP from successfully demonstrating meaningful use and receiving an incentive payment.

If data is captured using CEHRT, can an EP or eligible hospital use a different system to generate reports used to demonstrate meaningful use for the Medicare and Medicaid EHR incentive programs?

By definition, CEHRT must include the capability to electronically record the numerator and denominator and generate a report including the numerator, denominator, and resulting percentage for all percentage-based meaningful use measures (specified in the certification criterion adopted at 45 CFR 170.302(n)). However, the meaningful use measures do not specify that this capability must be used to calculate the numerators and denominators. EPs and eligible hospitals may use a separate, non-certified system to calculate numerators and denominators and to generate reports on the measures of the core and menu set meaningful use objectives.

EPs and eligible hospitals will then enter this information in CMS' web-based Medicare and Medicaid EHR Incentive Program Registration and Attestation System. EPs and eligible hospitals will fill in numerators and denominators for meaningful use objectives, indicate if they qualify for exclusions to specific objectives, report on clinical quality measures, and legally attest that they have successfully demonstrated meaningful use.

Please note that EPs and eligible hospitals cannot use a non-certified system to calculate the numerators, denominators, and exclusion information for clinical quality measures. Numerator, denominator, and exclusion information for clinical quality measures must be reported directly from CEHRT.

For the Medicare and Medicaid EHR Incentive programs, should patient encounters in an ambulatory surgical center (POS 24) be included in the denominator for calculating that at least 50% or more of an EP's patient encounters during the reporting period occurred at a practice/location or practices/locations equipped with CEHRT?

Yes. EPs who practice in multiple locations must have 50% or more of their patient encounters during the reporting period at a practice/location or practices/locations equipped with CEHRT. Every patient encounter in all POS locations except a hospital inpatient department (POS 21) or a hospital emergency department (POS 23) should be included in the denominator of the calculation, which would include patient encounters in an ambulatory surgical center (POS 24).

For the Medicare and Medicaid EHR incentive programs, when a patient is only seen by a member of the EP's clinical staff during the EHR reporting period and not by the EP, do those patients count in the EP's denominator?

The EP can include or not include those patients in their denominator at their discretion as long as the decision applies universally to all patients for the entire EHR reporting period and the EP is consistent across meaningful use measures. In cases where a member of the EP's clinical staff is eligible for the Medicaid EHR incentive in their own right (NPs and certain PAs), patients seen by NPs or PAs under the EP's supervision can be counted by both the NP or PA and the supervising EP as long as the policy is consistent for the entire EHR reporting period.

In order to meet the participation threshold of 50% of patient encounters in practice locations equipped with CEHRT for the Medicare and Medicaid EHR incentive programs, how should patient encounters be calculated?

To be a meaningful EHR user, an EP must have 50% or more of their patient encounters during the EHR reporting period at a practice/location or practices/locations equipped with CEHRT. For the purpose of calculating this 50% threshold, any encounter where a medical treatment is provided and/or evaluation and management services are provided should be considered a "patient encounter."

Please note that this is different from the requirements for establishing patient volume for the Medicaid EHR Incentive Program. You may wish to review those FAQs and other requirements related to Medicaid patient volume since there is variation in what is considered to be a patient encounter.

To meet the meaningful use objective "use computerized provider order entry (CPOE)" for the Medicare and Medicaid EHR incentive programs, should EPs include hospital-based observation patients (billed under POS 22) whose records are maintained using the hospital's certified EHR system in the numerator and denominator calculation for this measure?

If the patient has records that are maintained in both the hospital's certified EHR system and the EP's certified EHR system, the EP should include those patients seen in locations billed under POS 22 in the numerator and denominator calculation for this measure. If the patient's records are maintained only in a hospital certified EHR system, the EP does not need to include those patients in the numerator and denominator calculation to meet the measure of the "use CPOE" objective.

If an EP is unable to meet the measure of a meaningful use objective because it is outside of the scope of his/her practice, will the EP be excluded from meeting the measure of that objective under the Medicare and Medicaid EHR incentive programs?

Some meaningful use objectives provide exclusions and others do not. Exclusions are available only when regulations specifically provide for an exclusion. EPs may be excluded from meeting an objective if they meet the circumstances of the exclusion. If an EP is unable to meet a meaningful use objective for which no exclusion is

available, then that EP would not be able to successfully demonstrate meaningful use and would not receive incentive payments under the Medicare and Medicaid EHR incentive programs.

For the meaningful use objective "Capability to submit electronic syndromic surveillance data to public health agencies," what is the definition of syndromic surveillance?

Syndromic surveillance uses individual and population health indicators that are available before confirmed diagnoses or laboratory confirmation to identify outbreaks or health events and monitor the health status of a community.

Where can I find a list of public health agencies and immunization registries to submit my data as required by the public health objectives for the Medicare and Medicaid EHR incentive programs?

For information and/or instructions on where to submit your public health-related data, please visit <http://www.dhhr.wv.gov/oeps/deie>. The EHR Incentive programs include public health objectives for submitting electronic data to immunization registries or immunization information systems, submitting electronic syndromic surveillance data to public health agencies, and (for eligible hospitals and CAHs only) submitting electronic data on reportable lab results to public health agencies.

Do controlled substances qualify as "permissible prescriptions" for meeting the electronic prescribing (eRx) meaningful use objective under the Medicare and Medicaid EHR incentive programs?

The term "permissible prescriptions" refers to the restrictions that were established by the Department of Justice (DOJ) on electronic prescribing (eRx) for controlled substances in Schedule II-V. (The substances in Schedule II-V can be found at http://www.deadiversion.usdoj.gov/schedules/orangebook/e_cs_sched.pdf.) Any prescription not subject to these restrictions would be a permissible prescription. Although DOJ recently published an Interim Final Rule that allows the electronic prescribing of these substances, CMS was unable to incorporate these recent guidelines into the Medicare and Medicaid EHR Incentive programs. Therefore, the determination of whether a prescription is a "permissible prescription" for purposes of the eRx meaningful use objective should be made based on the guidelines for prescribing Schedule II-V controlled substances in effect on or before January 13, 2010, when the notice of proposed rulemaking was published in the Federal Register.

Can the drug-drug and drug-allergy interaction alerts of my EHR also be used to meet the meaningful use objective for implementing one clinical decision support rule for the Medicare and Medicaid EHR incentive programs?

No. The drug-drug and drug-allergy checks and the implementation of one clinical decision support rule are separate core meaningful use objectives. EPs and eligible hospitals must implement one clinical decision support rule in addition to drug-drug and drug-allergy interaction checks. CMS would not have listed these core requirements as separate measures, nor required that EPs and hospitals meet all core objectives and measures listed in the regulation, had they intended for them to be met simultaneously.

To meet the meaningful use objective "use CEHRT to identify patient-specific resources and provide those resources to the patient" for the Medicare and Medicaid EHR incentive programs, does the certified EHR have to generate the education resources or can the EHR simply alert the provider of available resources?

In the patient-specific education resources objective, education resources or materials do not have to be stored within or generated by the certified EHR. However, the provider should utilize CEHRT in a manner where the technology suggests patient-specific educational resources based on the information stored in the certified EHR technology. The provider can make a final decision on whether the education resource is useful and relevant to a specific patient.

Under the Medicare and Medicaid EHR incentive programs, who is responsible for demonstrating meaningful use of CEHRT, the provider or the vendor?

To receive an EHR incentive payment, the provider (EP, eligible hospital, or CAH) is responsible for demonstrating meaningful use of CEHRT under both the Medicare and Medicaid EHR incentive programs.

What information must an EP provide in order to meet the measure of the meaningful use objective for “provide a clinical summary for patients for each office visit” under the Medicare and Medicaid EHR incentive programs?

In the final rule, "clinical summary" was defined as: an after-visit summary that provides a patient with relevant and actionable information and instructions containing, but not limited to, the patient name, provider's office contact information, date and location of visit, an updated medication list, updated vitals, reason(s) for visit, procedures and other instructions based on clinical discussions that took place during the office visit, any updates to a problem list, immunizations or medications administered during visit, summary of topics covered/considered during visit, time and location of next appointment/testing if scheduled, or a recommended appointment time if not scheduled, list of other appointments and tests that the patient needs to schedule with contact information, recommended patient decision aids, laboratory and other diagnostic test orders, test/laboratory results (if received before 24 hours after visit), and symptoms.

The EP must include all of the above that can be populated into the clinical summary by certified EHR technology. If the EP's CEHRT cannot populate all of the above fields, then at a minimum, the EP must provide in a clinical summary the data elements for which all EHR technology is certified for the purposes of this program (according to §170.304(h)):

- Problem list
- Diagnostic test results
- Medication list
- Medication allergy list

This answer applies to clinical summaries generated by CEHRT for electronic or paper dissemination. Also, if one form of dissemination (paper or electronic) has a more limited set of fields than the other, this does not serve as a limit on the other form. For example, CEHRT may be capable of populating a clinical summary with a greater number of data elements when the clinical summary is provided to the patient electronically than when the clinical summary is printed on paper. When the clinical summary in this example is provided electronically, it should include all of the above elements that can be populated by the CEHRT. The clinical summary would not be limited by the data elements that are capable of being displayed on a paper printout.

In order to satisfy the meaningful use objective for electronic prescribing (eRx) in the Medicare and Medicaid EHR incentive programs, can providers use intermediary networks that convert information from the certified EHR into a computer-based fax for sending to the pharmacy and include this transaction in the numerator for the measure of this objective?

The meaningful use measure for e-prescribing is the electronic transmission of 40% of all permissible prescriptions. If the EP generates an electronic prescription and transmits it electronically using the standards of CEHRT to either a pharmacy or an intermediary network, and this results in the prescription being filled without the need for the provider to communicate the prescription in an alternative manner, then the prescription would be included in the numerator.

What is the reporting period for EPs participating in the EHR incentive programs?

For demonstrating meaningful use through both the Medicare and Medicaid EHR incentive programs, the EHR reporting period for an EP's first year is any continuous 90-day period within the calendar year. In subsequent years, the EHR reporting period for EPs is the entire calendar year. Under the Medicaid program, there is also an incentive for the adoption, implementation, or upgrade of certified EHR technology, which does not have a reporting period.

One of the menu set meaningful use objectives for the Medicare and Medicaid EHR incentive programs requires EPs, eligible hospitals, and CAHs to incorporate clinical lab test results into EHR as structured data. Must there be an explicit linking between structured lab results received into the EHR and the order placed by the physician for the lab test in order to count a structured lab result in the numerator for the measure of this objective?

The only requirement to meet the measure of this objective is that more than 40% of all clinical lab test results ordered during the EHR reporting are incorporated in CEHRT as structured data. Provided the lab result is recorded as structured data and uses the standards to which CEHRT is certified, there does not need to be an explicit linking between the lab result and the order placed by the physician in order to count it in the numerator for the measure of this objective in the Medicare and Medicaid EHR incentive programs.

In a group practice, will each provider need to demonstrate meaningful use in order to get Medicare and Medicaid EHR incentive payments or can meaningful use be calculated or averaged at the group level?

Yes. Medicare and Medicaid incentive payments are made on a per EP basis, not by practice. Each EP will need to demonstrate the full requirements of meaningful use in order to qualify for the EHR incentive payments. The preamble to the final rule made it clear that CMS declined to adopt alternative means for demonstrating meaningful use on a group-practice level (75 CFR 44437).

For the meaningful use objective of "generate and transmit prescriptions electronically (eRx)" for the Medicare and Medicaid EHR incentive program, should electronic prescriptions fulfilled by an internal pharmacy be included in the numerator?

The denominator for this objective consists of the number of prescriptions written for drugs requiring a prescription in order to be dispensed, other than controlled substances, during the EHR reporting period. The numerator consists of the number of prescriptions in the denominator generated and transmitted electronically using CEHRT. In order to meet the measure of this objective, 40% of all permissible prescriptions written by the EP must be generated and transmitted electronically according to the applicable certification criteria and associated standards adopted for CEHRT as specified by the ONC.

ONC has released an FAQ stating that "with respect to the capability a Complete EHR or EHR Module must demonstrate in order to be certified to the certification criterion adopted at 170.304(b), a Complete EHR or EHR Module must be capable of electronically transmitting prescriptions to external recipients according to the National Council for Prescription Drug Programs (NCPDP)SCRIPT 8.1 or 10.6 in addition to the adopted vocabulary standard for medications (45 CFR 170.207(d))." Given such FAQ, prescriptions transmitted electronically within an organization (the same legal entity) would not need to use these NCPDP standards. However, an EP's EHR must meet all applicable certification criteria and be certified as having the capability of meeting the external transmission requirements of 170.304(b). In addition, the EHR that is used to transmit prescriptions within the organization would need to be CEHRT.

The EP would include in the numerator and denominator both types of electronic transmissions (those within and outside the organization) for the measure of this objective. For purposes of counting prescriptions "generated and transmitted electronically," the generation and transmission of prescriptions to occur simultaneously if the prescriber and dispenser are the same person and/or are accessing the same record in an integrated EHR to create an order in a system that is electronically transmitted to an internal pharmacy.

How should patients in swing beds be counted in the denominators of meaningful use measures for eligible hospitals and CAHs for the Medicare and Medicaid EHR incentive programs?

A number of the meaningful use measures for eligible hospitals and CAHs requires the denominator to be based on the number of unique patients admitted to the inpatient or emergency department during the EHR reporting period. Unique swing bed patients who receive inpatient care should be included in the denominators of meaningful use measures. However, if the eligible hospital or CAH's CEHRT cannot readily identify and include unique swing bed patients who have received inpatient care, those patients may be excluded from the calculations for the denominators of meaningful use measures.

In perioperative settings and emergent situations, medications and diagnostic studies are sometimes initiated by the provider without a formal order, or given by someone under direct supervision of the provider immediately following a verbal order and before any record of the order is created. How should those events be counted in the CPOE measure if they are subsequently recorded using the CPOE function of CEHRT by a licensed healthcare professional or certified medical assistant?

In some situations, it may be impossible or inadvisable to wait to initiate an intervention until a record of the order has been created. For example, an intervention is identified and immediately initiated by the provider or initiated immediately after a verbal order by the ordering provider to a licensed healthcare professional under his/her direct supervision. Therefore, in these situations, as long as the order is entered using CPOE by a licensed healthcare professional or certified medical assistant to create the first record of that order as it becomes part of the patient's medical record, these orders would count in the numerator of the CPOE measure.

How should nursery day patients be counted in the denominators of meaningful use measures for eligible hospitals and CAHs for the Medicare and Medicaid EHR incentive programs?

Nursery days are excluded from the calculation of hospital incentives because they are not considered inpatient-bed-days based on the level of care provided during a normal nursery stay. In addition, nursery day patients should not be included in the denominators of meaningful use measures. However, if the eligible hospital or CAH's CEHRT cannot readily identify and exclude nursery day patients, those patients may be included in the calculations for the denominators of meaningful use measures.

Does a provider have to record all clinical data in their CEHRT in order to accurately report complete clinical quality measure data for the Medicare and Medicaid EHR incentive programs?

Providers are continuing to implement new workflow processes to accurately capture clinical data in their CEHRT, but many providers are not able to capture all data at this time. Although providers are encouraged to capture complete clinical data in order to provide the best care possible for their patients, for the purpose of reporting clinical quality measure data, CMS does not require providers to record all clinical data in their CEHRT at this time. CMS recognizes that this may yield numerator, denominator, and exclusion values for clinical quality measures in the CEHRT that are not identical to the values generated from other methods (such as record extraction). However, at this time CMS requires providers to report the clinical quality measure data exactly as it is generated as output from the CEHRT in order to successfully demonstrate meaningful use. CMS will continue to collaborate with the Office of the National Coordinator for Health Information Technology and with industry stakeholders to make further headways in system interoperability, standards for EHR data, as well as certification of vendor products.

If none of the core, alternate core, or additional clinical quality measures adopted for the Medicare and Medicaid EHR incentive programs apply, am I exempt from reporting on all clinical quality measures?

This FAQ applies to providers who are reporting 2013 clinical quality measures (CQMs). In the event that none of the 44 CQMs applies to an EP's patient population, the EP is still required to report a zero for the denominators for all six of the core and alternate core CQMs. If all of the remaining 44 CQMs included in Table 6 of the final rule do not apply to the EP, then the EP is still required to report on at least three of the additional CQMs of their choosing from Table 6 of the final rule (other than the six core/alternative core measures). If the EP reports zero values for these three additional, menu-set CQMs, then for the remaining menu-set CQMs, the EP will also have to attest that all the other menu-set quality measures calculated by the CEHRT have a value of zero in the denominator. In other words, the EP is required to try to find at least three measures in the menu set for which the denominator is other than zero. If he/she cannot, then the EP must still choose three menu-set measures on which to report. He/she may report zero denominators for some or all of these measures, but must accompany such "zero denominator" reporting with an attestation that all of the other menu-set measures calculated by the CEHRT have a value of zero in the denominator. A zero report in the menu-set is not sufficient without such accompanying attestation

For the Medicare and Medicaid EHR incentive programs, how will non-standard (or irregular) cost reporting periods be taken into account in determining the appropriate cost reporting periods to employ during the Medicare and Medicaid EHR hospital calculations?

This question was addressed in the Federal Register preamble (75 CFR 44452) and in CMS rules requiring the use of a 12-month period for the discharge-related amount and the Medicaid share under Medicaid (495.310 (g)). As stated, non-standard cost reporting periods are typically employed to accommodate the circumstances of hospitals in several distinct situations, such as newly constructed hospitals, changes of ownership, and reorganization of a single multi-campus hospital into multiple separate providers. In these cases, one non-standard cost reporting period may be employed before the hospital resumes (or begins) cost reporting on a 12-month cycle. Non-standard cost reporting periods are not likely to be truly representative of a hospital's experience, even if methods were to be adopted for extrapolating data over a normal 12-month cost reporting period. In addition, these abbreviated or extended periods often capture the experience of a hospital during a period of transition (for example, change of ownership), which often renders the data highly unrepresentative.

Hospitals that have irregular or non-standard cost reporting periods will be required to skip the years in which the non-standard or irregular cost reporting periods were adopted.

For the Medicare EHR Hospital Calculation:

For purposes of determining preliminary incentive payments, discharge and other relevant data from a hospital's most recently submitted 12-month cost report will be employed once the hospital has qualified as a meaningful user. For purposes of determining final incentive payments, the first 12-month cost reporting period that begins after the start of the payment year, in order to settle payments on the basis of the hospital discharge and other data from that cost reporting period, will be employed.

For the Medicaid EHR Hospital Calculation:

For purposes of extrapolating data from the cost report for the Medicaid EHR Hospital Calculation, West Virginia requires a hospital's most recently submitted 12-month cost report. If a hospital has an irregular or non-standard reporting period, West Virginia will skip that year and require the hospital's next most recent 12-month cost report. Any type of auditable financial statement can be used to support the calculation as long as the hospital can provide an explanation as to why the cost report is insufficient.

For the “incorporate clinical lab test results” menu objective of the Medicare and Medicaid EHR incentive programs, how should a provider attest if the numerator displayed by their CEHRT is larger than the denominator?

For the “incorporate clinical lab test results” menu objective, a provider’s CEHRT might return a numerator larger than the denominator if the EHR does not match lab orders to results on a one-for-one basis or if the EHR records a panel that returns multiple lab results as a single order within the system. However, the CMS EHR incentive programs attestation system will not allow an EP, eligible hospital, or CAH to input a numerator that is greater than the denominator. In the case where your CEHRT exports a numerator larger than the denominator, you should input a numerator equal to your denominator in the attestation system. However, notwithstanding the numerator and denominator values that are entered into the attestation system, a provider must actually surpass the 40% threshold to meet the measure of this objective. You should maintain documentation regarding the numerator and denominator values generated by your CEHRT and, in the event of an audit, be prepared to demonstrate that you satisfied the percentage threshold for this measure.

The meaningful use standards for the Medicare and Medicaid EHR incentive program require interoperability. Is there guidance regarding who will pay for ensuring connectivity between physician practices and hospitals?

The Office of the National Coordinator for Health Information Technology (ONC) has awarded funds to 56 states, eligible territories, and qualified State Designated Entities (SDEs) under the Health Information Exchange Cooperative Agreement Program to help fund efforts to rapidly build capacity for exchanging health information across the healthcare system both within and between states. These exchanges will play a critical role in facilitating the exchange capacity of doctors and hospitals to help them meet interoperability requirements which will be part of meaningful use.

For the Medicare and Medicaid EHR incentive programs, is an EP or eligible hospital limited to demonstrating meaningful use in the exact way that EHR technology was tested and certified? For example, if a complete EHR has been tested and certified using a specific workflow, is an eligible professional or eligible hospital required to use that specific workflow when it demonstrates meaningful use? Similarly, if the EHR technology was tested and certified with certain clinical decision support rules, are those the only clinical decision support rules an eligible healthcare provider is permitted to use when demonstrating meaningful use?

In most cases, an eligible professional or eligible hospital is not limited to demonstrating meaningful use to the exact way in which the complete EHR or EHR Module was tested and certified. As long as an eligible professional or eligible hospital uses the certified complete EHR or certified EHR Module's capabilities and, where applicable, the associated standard(s) and implementation specifications that correlate with the respective meaningful use objective and measure, they can successfully demonstrate meaningful use even if their exact method differs from the way in which the Complete EHR or EHR Module was tested and certified.

It is important to remember the purpose of certification. Certification is intended to provide assurance that a Complete EHR or EHR Module will properly perform a capability or capabilities according to the adopted certification criterion or criteria to which it was tested and certified (and according to the applicable adopted standard(s) and implementation specifications, if any). The Temporary Certification Program and Permanent Certification Program Final Rules (75 CFR 36188 and 76 CFR 1301, respectively), published by the ONC, acknowledged that EPs and eligible hospitals could, where appropriate, modify their certified Complete EHR or certified EHR Module to meet local healthcare delivery needs and to take full advantage of the capabilities that the certified Complete EHR or certified EHR Module includes.

These rules also cautioned that modifications made to a complete EHR or EHR Module post-certification have the potential to adversely affect the technology's capabilities such that it no longer performs as it did when it was tested and certified, which could ultimately compromise an eligible professional or eligible hospital's ability to successfully demonstrate meaningful use.

In instances where a certification criterion expresses a capability which could potentially be added to or enhanced by an eligible professional or eligible hospital, the way in which EHR technology was tested and certified generally would not limit a provider's ability to modify the EHR technology in an effort to maximize the utility of that capability. Examples of this could include adding clinical decision support rules, adjusting or adding drug-drug notifications, or generating patient lists or patient reminders based on additional data elements beyond those that were initially required for certification. Modifications that adversely affect the EHR technology's capability to perform in accordance with the relevant certification criterion could, however, ultimately compromise an eligible professional or eligible hospital's ability to successfully demonstrate meaningful use.

In instances where the EHR technology was tested and certified using a sample workflow and/or generic forms/templates, an EP or eligible hospital generally is not limited to using that sample workflow and/or those generic forms/templates. In this context, the "workflow" would constitute the specific steps, methods, processes, or tasks an EP or eligible hospital would follow when using one or more capabilities of the certified complete EHR or certified EHR Module to meet meaningful use objectives and associated measures. An eligible healthcare provider could use a different workflow and/or substitute different forms/templates for those that are included in the certified complete EHR or certified EHR Module. Again, care should be taken to ensure that such actions do not adversely affect the complete EHR's or EHR Module's performance of the capabilities for which it was tested and certified, which could ultimately compromise an eligible professional or eligible hospital's ability to successfully demonstrate meaningful use.

6 Glossary of Terms

AIU	Adopt, Implement Upgrade
CAH	Critical Access Hospital
CEHRT	Certified Electronic Health Record Technology
CHIP	Children’s Health Insurance Program
CHPL	Certified Health IT Product List
CMS	Centers for Medicare and Medicaid Services
CPOE	Computerized Provider Order Entry
CPT	Current Procedure Terminology
CQM	Clinical Quality Measure
DHS	Designated Health Services
DOJ	Department of Justice
EHR	Electronic Health Record
EP	Eligible Professional
eRX	Electronic Prescriptions
FQHC	Federally Qualified Health Center
HIT	Health Information Technology
HITECH	Health Information Technology for Economic and Clinical Health Act
HMO	Health Maintenance Organization
HPSA	Health Professional Shortage Area
NCPDP	National Council for Prescription Drug Programs
NP	Nurse Practitioner
NPI	National Provider Identifier
ONC	Office of the National Coordinator for Health Information
ONC-ATCB	Office of the National Coordinator for Health Information Authorized Testing and Certification Body
PA	Physician Assistant
PFS	Physician Fee Schedule
POS	Place of Service
REC	Regional Extension Center
RHC	Rural Health Center
SDE	State Designated Entities
SNF	Skilled Nursing Facility